

INTRODUCTION

Virox is committed to meeting the objectives, requirements, and regulations outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”), as well as to making our workplace meet the needs of persons with disabilities, through the implementation of the requirements of the *Act* and its applicable regulations.

STATEMENT OF COMMITMENT

For employees, the company is committed to creating and maintaining an equitable and integrated environment whereby every employee receives equal opportunity with respect to employment and receives accommodation where required, in accordance with the provisions of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and the *Integrated Accessibility Standards Regulation (191/11)* (the “IASR”).

As outlined in the *Accessible Customer Service Standards*, Virox is committed to providing access to our facilities and delivering excellent customer service at all times for customers and visitors, and in a way that respects the dignity and independence of people with disabilities.

INTEGRATED ACCESSIBILITY STANDARD REGULATION (IASR) – ONTARIO REGULATION 191/11

In accordance with the IASR, the *Accessibility and Accommodation Policy* was developed to address how Virox will achieve accessibility and meet with the requirements of the IASR. The *Multi-Year Accessibility Plan* was developed in accordance with the regulation, and it outlines our how we will address current and future accessibility goals.

This *Accessibility Policy* and *Multi-Year Accessibility Plan* is available on the company website at www.virox.com, and can be provided in an accessible format, upon request. In accordance with the requirements of the AODA and IASR, Virox will report its accessibility achievements every 3 years, and will review and update the *Multi-Year Accessibility Plan* every 5 years.

The regulations applicable to our business, in accordance with the AODA and IASR, are as follows:

- Customer Service Standard
- Workplace Emergency Response Information
- Information and Communication
- Training
- Employment Practices

CUSTOMER SERVICE STANDARD – ONTARIO REGULATION 429/07

COMMITMENT TO ACCESSIBLE CUSTOMER SERVICE

Virox is committed to providing customers access to our facilities and delivering excellent service at all times in a way that respects the dignity and independence of all of our clients and visitors. Since 2012, Virox has complied with its obligations under the AODA Accessibility Standard for Customer Service (Ontario regulation 429/07).

ACTIONS TAKEN

The following measures have been implemented by Virox:

- Development of the Accessibility and Accommodation Policy, which is available on the company website.
- Frontline employees who interact directly with customers and visitors are trained and familiar with various assistive devices.
- Customers and visitors who are accompanied by a registered service animal or support person will be accommodated and permitted to access areas of our premises open to the public. If customers and visitors are accompanied by a support person, the support person will be accommodated.
- Training is provided to all employees on the purpose and requirements of the AODA legislation.
- Virox has an assigned Accessibility Coordinator and developed feedback processes to respond to inquiries and suggestions by phone, email, mail or in person.
- Virox has submitted compliance reports to the Province indicating we had addressed the requirements of the Regulation. We continue to ensure compliance with the Customer Service Standard. Training is provided to all employees during the new hire orientation process and on an ongoing basis when changes are made to relevant policies and procedures.
- Training records are maintained and include the dates of the training and the people trained.

PLANNED ACTIONS

- Our Accessibility and Accommodation Policy will be reviewed every year to ensure it is up to date and compliant with AODA requirements.
- We will continue to ensure that the AODA Policy is accessible online and available in accessible formats for customers that would like a copy of the policy.

WORKPLACE EMERGENCY RESPONSE INFORMATION

COMMITMENT

Virox is committed to providing individualized workplace emergency response information to employees who have a disability where the nature of the disability is such that accommodation is required.

ACTIONS TAKEN

Where required and with the disabled individual's prior consent, the individualized workplace emergency response plans are provided to emergency response providers, designated employees responsible in emergency situations for the evacuation of the workplace and to the individuals' respective managers.

PLANNED ACTIONS

Individualized workplace emergency response information and plans will be reviewed and updated whenever the individual's requirements change, or on an annual basis at the latest to ensure that the appropriate support may be provided in the event of an emergency.

INFORMATION AND COMMUNICATION STANDARDS

COMMITMENT

Virox is committed to making company and product information and feedback processes accessible to people with disabilities. As required, we will consult with people with disabilities to determine their information and communication needs.

ACTIONS TAKEN

Feedback, Accessible Formats and Communication Supports:

- Feedback processes are accessible by providing or arranging for the provision of accessible formats and communication supports, upon request. All efforts possible are made to ensure accessible formats and communication supports are provided to persons with disabilities in a timely manner, taking into account the individual's accessibility needs, and at no extra cost above what is charged to other persons.
- Virox publishes information regarding the availability of accessible formats and communication supports on the website at www.virox.com.

Accessible Websites and Web Content

- Since December 2017, Virox’s websites have conformed to the Web Content Accessibility Guidelines (“WCAG”) 2.0, Level A.
- Since December 2020, Virox’s new websites and content have conformed to the WCAG 2.0, Level AA protocols.
- Virox has informed its digital development teams of the requirement to ensure new sites and content conform to the WCAG 2.0, Level AA protocols.
- To ensure compliance with the WCAG 2.0, Level AA protocols, Virox has investigated a variety of Web Accessibility Evaluation tools and has tested new sites and content against two (2) tools to identify and resolve potential compliance concerns. Virox has also audited its web properties using these tools.

PLANNED ACTION

- Awareness and ability to meet AODA requirements will continue to be key priorities in selecting vendors for technology, website, and software development initiatives.
- We will continue to develop content that meets the requirements of the AODA to ensure the content may be enjoyed by as many as possible.
- We will work with our web developers to conduct periodic audits of our sites and content to ensure that our sites and content comply with the requirements of the AODA.
- We will undertake to complete more comprehensive testing of our web properties.
- We will share our findings from the periodic web audits with our digital development teams to achieve compliance.
- We will continue to look for new and/or alternate evaluation tools and updates to AODA scanning software to ensure that our new sites and content are compliant with the AODA.

EMERGENCY PROCEDURE, PLANS, OR PUBLIC SAFETY INFORMATION

In the event that Virox makes emergency procedures, plans and public safety information available to the public, it will be provided, upon request, in an accessible format, or with appropriate communication supports.

TRAINING

COMMITMENT

Virox is committed to providing training to all employees who provide services on the company’s behalf with respect to the requirements of the IASR and the Ontario Human Rights Code (the “Code”), as it relates to people with disabilities.

ACTIONS TAKEN

Virox Staff have completed the required training and Virox has sourced a third-party training provider to ensure that training is current, available in an accessible format and adequate records of completion may be maintained.

Virox has also integrated Accessibility and Accessible Customer Service training into its onboarding practices to ensure that staff understand accessibility requirements and are able to provide accessible service.

PLANNED ACTION

- We will continue to train our new staff on Accessible Customer Service.
- We will ensure our customer facing staff receive Accessible Customer Service refresher training to ensure they are prepared to assist customers with accessibility requirements at all times.

EMPLOYMENT PRACTICES

COMMITMENT

Virox is committed to providing accessible formats and communication supports with respect to employment practices.

ACTIONS TAKEN

The following measures have been implemented by Virox to achieve our commitment to providing accessible formats and communication supports with respect to employment practices:

- Individual accommodation plans are developed in consultation with the individual, our benefits carrier and/or WSIB (where necessary), as part of the return-to-work process.
- Applicants are made aware that accommodation is available and will be provided at every step of the recruitment and selection process, upon request.
- New employees are made aware of the company's approach to accessibility and are provided with a copy of the accessibility policy, which outlines the process to request accommodation due to a disability, at time of offer.
- When individuals with disabilities make requests for accommodation, we consult with the individual and determine the provision or arrangement of suitable accommodation in a manner that considers their accessibility needs due to a disability.
- Employees are reminded of policies supporting employees with disabilities on an annual basis during our annual policy review period.
- Established processes for the development of individual accommodation plans for employees with disabilities are reviewed and updated as needed. The Company works with employees requiring accommodation to arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job, when requested.

- The company considers the accessibility needs of the employee and as applicable, individual accommodation plans, when providing performance management and career development information to employees with disabilities.

PLANNED ACTION

- We will continue to accommodate employees and candidates during the recruitment cycle in accordance with AODA requirements.

DESIGN OF PUBLIC SPACES STANDARDS

We will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

REVISIONS TO THIS PLAN

Revisions to this plan will be made as needed by the Human Resources Department based on feedback received on how we can create a more inclusive and accessible environment. The revised plan will be made available on our website and will be provided in alternate formats on request.